GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:25
ANSWERED ON:20.10.2008
REDRESSAL OF TELEPHONE COMPLAINTS IN RURAL AREAS
Chavda Shri Harisinh Pratapsinh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there is any redressal mechanism for the complaints regarding telephone services in the rural areas of the country;

(b) if so, the details thereof; and

(c) the steps taken/being taken by the Government for improving the quality of telephone services in the rural areas?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI A. RAJA)

(a) to (c) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF THE LOK SABHA STARRED QUESTION NO. 25 FOR 20TH OCTOBER, 2008 REGARDING "REDRESSAL OF TELEPHONE COMPLAINTS IN RURAL AREAS".

(a) Yes, Sir.

(b) All the complaints including that of rural areas may seek redressal of their grievances through "Three Tier Institutionalized Grievances Redressal Mechanism" of Service Provider concerned in accordance with Telecom Consumer Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) issued by Telecom Regulatory Authority of India (TRAI) at the following levels:

(i) Call Centre of concerned Service Provider.

(ii) Nodal Officer of concerned Service Provider and

(iii) Appellate Authority within the company of Service Provider.

The complainants may approach Public Grievance Cell of Department of Telecommunications (DoT) in case of non-redressal of their grievance at the level of concerned Service Provider.

(c) The following initiatives has been taken by BSNL to improve the quality of telephone services in rural areas:

(i) Replacement of Multi-Access Radio Relay (MARR) VPTs

(ii) Upgradation of 256 C-DOT Rural Automatic Exchanges (RAXs) to AN-RAXs

(iii) Conversion of Single Base Module Switch to Remote Switching Units

(iv) The coverage of Mobile network is being improved progressively

(v) The wireless technology instead of underground cables is being used.